

CHAPTER 2

GUIDELINES FOR MANAGEMENT OF FAMILY HOUSING

A. GENERAL

Family housing shall be managed in a way that will provide excellent housing facilities and services for the occupants. Program evaluation shall be accomplished in accordance with DoD Instruction 7041.3 (reference (old)) to assure that operation, maintenance, and repair of DoD family housing are being performed to provide excellent facilities in the most cost-effective manner. Repair or replacement of major building components shall be in accordance with reference (old).

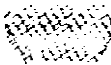
B. FUNCTIONS OF A FAMILY HOUSING OFFICE. These include but are not limited to:

1. Services to eligible personnel, including:
 - a. Assignment and termination of quarters.
 - b. Housing referral.
 - c. Promotion of occupant relations.
 - d. Creation and administration of family housing self-help program.
 - e. Housing-related relocation assistance.
2. Execution of the family housing program authorized and appropriated by Congress.
3. Preparation and analysis of family housing surveys, management reports, and studies.
4. Planning, programing, and budgeting for the acquisition, replacement, improvement, operation, maintenance, repair, and leasing of family housing.
5. Implementation of rental charges.
6. Location and inspection of leased housing.
7. Control of issue, repair, and procurement of furnishings (including appliances).
8. Establishment and maintenance of facilities history.
9. Membership on the installation relocation assistance coordinating committee per DoD Instruction 1338.19 (reference (k)).

C. HOUSING REFERRAL SERVICES (HRS)

1. The installation should offer, as a minimum, the following housing referral and relocation services:

- a. Nondiscriminatory listings of rental and for-sale housing.
- b. Counseling for applicants on the Equal Opportunity in Off-Base Housing (EOOBH) Program and the prohibitions against discrimination based on disability.
- c. Vacancy status of as many listings as possible.
- d. Assistance in resolving tenant landlord disputes. —
- e. Preliminary inquiries to validate housing discrimination complaints.
- f. Liaison with community and Government officials and organizations.
- g. Housing data exchange with other DoD housing offices.
- h. Transportation to show community housing, as required.
- i. Assistance with rental negotiations and review of leases.
- j. Assistance with understanding procedures for and resolving problems with utility connections, fees, deposits, and billings. -
- k. Language interpretation in dealing with landlords and utility companies.
- 1. Rental agreements in English and the national language in foreign areas.
- m. Certification of housing related costs for temporary lodging allowance (TLA), overseas housing allowance (OHA) and move-in housing allowance in foreign areas.
- n. Information on the Homeowners Assistance Program (HAP), as applicable (DoD Directive 4165.50, reference (ee)).
- o. Information on buying, selling, and renting homes, including mobile homes, and on residential-property management.
- p. Counseling on the Rental Housing Lease Indemnity Program at locations where the program is in place.
- q. Housing-related relocation assistance to military members and their families, and to civilians, as authorized (DoD Instruction 1338.19, reference (k)).



2. A suspected discriminatory act, with or without the filing of a formal complaint, is a valid basis for investigation. “After investigating housing discrimination complaints, the housing office shall report all circumstances (including any legal reviews) and validation to the appropriate command official for additional investigation in accordance with DoD Instruction 1100.16 (reference (e)) and DoD Directive 1020.1 (reference (z)). In foreign areas, the intent of the EOOBH Program and the prohibitions against discrimination on the basis of disabilities shall be carried out to the extent possible within the laws and customs of the foreign country.

a. Personnel who reside in the civilian community shall receive housing referral counseling on the EOOBH Program and prohibitions against discrimination on the basis of disability before negotiating a rental and/or lease agreement for community housing.

b. Listings shall be maintained of housing and agents against which restrictive sanctions have been imposed by the installation commander. All personnel reporting to the housing office for housing referral assistance shall be provided with a copy of the restrictive sanction list and shall acknowledge, by signature, receipt of the list. Restrictive sanctions shall be imposed for a minimum of 180 days and shall continue until the agent for the facility has agreed in writing to a policy of nondiscrimination. (See enclosure 4, paragraph B.6. of DoD Instruction 1100.16, reference (e).) Restrictive sanctions are effective against the agent, the identified facility, and all other facilities owned or operated by the agent.

3. Housing referral services should be accessible to and usable by persons with disabilities. If it is not feasible to locate the service in an accessible building or if modification of a building would be an undue hardship, arrangements must be made to provide, upon request, all referral services at an accessible location. Readers for blind persons and sign language interpreters for deaf persons should be made available upon request, if feasible.

4. A coordinated housing referral service maybe established in areas where there is more than one military installation. One installation may be designated to provide services, mutually agreed upon, for all other installations in the geographic area, and designated the primary DoD contact with community and Government agency (local, state, and federal) representatives. In coordinated areas, each installation may perform some or all of the functions identified in subparagraphs C. 1. and 2. above.

5. Housing referral service hours of operation should be convenient and flexible to meet the needs of customers.

D. MILITARY FAMILY HOUSING REQUIREMENTS

The requirement for family housing at each installation or installation complex of the DoD Components shall be determined on the basis of current family housing conditions, projected long-range family housing requirements, consultations with Government Agencies and other organizations knowledgeable of local housing conditions, and the results of a market analysis.

1. DD Form 1523, "Military Family Housing Justification," shall be used to justify family housing construction and acquisition programs to the Department of Defense and Congress. Housing project proposals for construction, acquisition, and improvements shall be submitted with annual budgets in accordance with DoD Instruction 7040.4 (reference (ff)).

2. The following shall be considered when determining gross and effective housing requirements:

a. Gross family housing requirements shall include all Service members, regardless of grade, who are on PCS orders for 20 weeks or more and who draw a basic allowance for quarters (BAQ) at the with-dependents rate and those essential civilian employees, with dependents, who must reside on the installation for reasons of military necessity. The gross requirement shall include adjustments for Service members married to Service members and families retaining military housing while their sponsors are on dependent restricted tours. Transients, hospital patients from other installations, and students not on PCS orders (less than 20 weeks) are excluded.

b. In foreign countries and U.S. possessions and territories where private housing is nonexistent or unacceptable, U.S. citizen DoD employees, with dependents, who are designated by the installation commander as eligible for assignment to military family quarters shall be included in gross requirements.

c. Long-range family housing requirements shall be calculated based on the anticipated long-range strength level regardless of temporary increases or decreases from that level. Strength levels should conform to the latest Service-approved personnel planning documents; predictable strength changes after the end of the planning period maybe used.

d. Projection of long-range gross family housing requirements should be based on a trend analysis, by grade, of dependency rates for the last 3 years. Where changes are planned in the types of units to be stationed, the impact should be reflected in the projected grade composition. Other factors may be used if they more accurately project dependency rates.

e. Service members who are unaccompanied because of the lack of acceptable housing at the permanent duty location (i.e., involuntarily separated), as verified by the housing office, shall be considered unacceptably housed. (Also see appendix C, paragraph B.4.)

f. When Service members living in the community report unacceptable housing conditions, and it is inspected and verified by the housing office using the acceptability criteria (excluding bedrooms and cost) in subparagraph D.3. below, that housing is not counted as an asset against housing requirements. (Also see appendix C, paragraph B.4.)

g. Service members and civilians who, for reasons other than nonavailability of housing at the permanent duty location, elected not to be accompanied (i.e., voluntarily separated) shall not be considered effective family housing requirements.

h. Effective requirements shall include all personnel who are living with their families in the area (with adjustments for Service members married to Service members), families retaining military housing while their sponsors are on dependent restricted tours, and all involuntarily separated personnel.

3. Community Housing Acceptability Criteria. Housing units that do not meet the acceptability criteria shall not be considered as assets to meet the military need. The responsibility for determining acceptability for location and condition rests with the installation commander. The following are guides to minimum acceptability.

a. Location

(1) The dwelling is within a 1 -hour commute by a privately-owned vehicle during normal commuting hours, or within other limits to satisfy mission requirements.

(2) The dwelling is not in an area, subdivision, or housing complex designated by the installation commander as “not acceptable for health or safety reasons.”

b. Cost. For making programing and/or acquisition decisions, the maximum acceptable monthly housing cost is the total of BAQ plus Variable Housing Allowance (VHA) (or OHA) plus the maximum out-f-pocket cost (50 percent of BAQ). Total monthly cost includes rent, utilities, (except telephone and cable TV), and other items of operating expense that are compensable by the VHA and the OHA.

c. Size

(1) The minimum net square footages for dwelling units are: 1 bedroom, 550; 2 bedrooms, 750; 3 bedrooms, 960; 4 or more bedrooms, 1,190.

(2) The dwelling unit has the minimum number of k.hems to ensure no more than two persons share a bedroom.

d. Condition

(1) The dwelling is well maintained and structurally sound. It does not pose a health, safety, or fire hazard.

(2) The dwelling is a complete unit with private entrance, bathroom, and kitchen for sole use of its occupants. The kitchen, a bathroom, the living room and the bedrooms-can be entered without passing through bedrooms. The kitchen has stove and refrigerator connections, and space for food preparation. At least one bathroom has a shower or bathtub, lavatory, and a flushable toilet.

(3) The dwelling has air conditioning or a similar cooling system and a permanently installed, adequately vented, heating system, if it is in a climate where those are includable in Government construction per MIL-HNBK-1190 (reference (c)).

(4) The dwelling has adequate electrical service.

(5) The dwelling has washer and dryer connections, or accessible laundry facilities are on the premises.

(6) The dwelling has hot and cold running potable water. In some foreign areas, construction standards for community housing do not provide for potable running water. In such places, hot and cold running water shall be provided and a continuous supply of potable water shall be made available.

(7) The dwelling has sufficient sanitary and sewage disposal facilities.

e. Occupant Owned Housing. All occupant owned housing shall be considered acceptable.

4. Housing Market Analysis. Market analyses shall be accomplished at all applicable locations where acquisition of military housing is programed.

a. In geographic areas having multiple military installations, market analyses shall be coordinated among those installations or be prepared jointly under the sponsorship of one Service. If only one Service in a multi-Service area has a program to justify, then the market analysis should be coordinated under the sponsorship of that Service. If two or more Services have programs to justify, then the market analysis should be prepared jointly under the sponsorship of the Service that has the larger number of eligible personnel living in the area in private housing. Service sponsorship may vary from that guidance if all installations agree.

b. At a minimum, a market analysis should consider:

(1) A housing demand analysis for both the military and civilian populations by bedroom, including the ability, by pay grade or equivalent, to afford housing.

(2) A housing supply analysis by bedroom, cost, and pay grade.

(3) A demographic analysis of the housing market area to include household formation trends and inward and/or outward migration of population.

(4) An economic analysis of the housing market area to include makeup of the housing market area and current and projected economic trends.

(5) Summary of supply and demand analysis.

c. The DoD Components shall verify data reported in installations' private-sector market analyses, and shall make analyses supporting individual projects available for OSD review.

d. The requirement for a full market analysis shall not apply where the proponent of a project can demonstrate that it is inappropriate; e.g., at locations where there is no local housing market, foreign locations, or projects for key positions that cannot be accommodated within existing inventory.

5. Public Schools. The Military Services shall coordinate housing requirements with local school districts, and the budget justification for each construction request shall indicate whether additional public school facilities are required to accommodate an increase in students.

E. ASSIGNMENT OF DOD FAMILY HOUSING

1. Assignment Priorities. The installation commander is responsible for assignment priorities to family housing and is given broad authority to deviate from the following guidelines, on a case-by-case basis, when the guidelines would cause undue hardship.

a. Priorities for assignment of Service members and civilian employees to adequate DoD family housing are:

(1) Priority 1. Key and essential Service members and civilians, including special command positions.

(2) Priority 2. Service members and equivalent civilians who are assigned to, or attached for duty at, the installation (including ships) or who are assigned to other installations that are served by the housing complex.

(3) Priority 3. All Service members and civilians not assigned or attached to the installation.

(4) Priority 4. Unaccompanied dependents of Service members.

b. The installation commander shall determine the order of priority of assignment for foreign military personnel, the nonmilitary uniformed personnel of the U.S. Public Health Service, the National Oceanic and Atmospheric Administration, and those under host-tenant agreement unless otherwise stipulated in the agreement.

c. Substandard housing is assigned to enlisted personnel according to their bedroom requirement on a first-come, first-served basis regardless of rank or rate. Officers and eligible civilians may occupy substandard housing on an equal basis only after the enlisted waiting list has been exhausted.

d. Families of sponsors assigned to an unaccompanied short tour outside the United States who occupy public quarters (including leased units) in CONUS, Hawaii, or Alaska at the time of departure of the sponsor should be assured continued occupancy until the sponsor returns or reports to the next permanent duty station not considered an

unaccompanied short tour. Assurance of continued occupancy does not apply to Service members who voluntarily extend.

e. Unmarried pregnant Service members without dependents may apply for family housing but shall not be assigned to the quarters until the birth of the child.

2. Bedroom Eligibility. The following occupant bedroom eligibility guidelines may be modified by the installation commander to meet local requirements:

a. Sponsor, or sponsor and spouse, and married dependents (e.g., parents) should be assigned one bedroom for each couple, and unmarried sponsor.

b. Each dependent normally should be assigned one bedroom if the existing inventory permits.

(1) The Service member may choose to be assigned to a unit where more than one dependent shares a bedroom. No more than two dependents should share a bedroom unless the installation commander determines the bedroom is large enough to accommodate more.

(2) The installation commander may stipulate two dependents share a bedroom for equitable allocation of the inventory.

c. Officers in grades O-6 and above normally should be assigned a minimum of four bedrooms. Members in grades O-5, O-4, W-5, W-4, E-9, and E-8 normally should be assigned a minimum of three bedrooms.

d. When the sponsor or spouse is pregnant, the sponsor may apply for and occupy housing with a separate bedroom for the expected child.

3. Assignment of civilian employees to DoD housing shall be made in accordance with the Military and Civilian Schedule of Equivalent Grades contained in Table 2-1.

4. When DoD-sponsored civilian personnel (e.g., U.S. or third country national bank personnel, and key contractor personnel) serving DoD military installations at overseas locations cannot obtain acceptable housing in the vicinity of an installation, they and their families may occupy DoD housing on a rental basis. The priority of such an assignment shall be determined by the installation commander.

TABLE 2-1

MILITARY AND CIVILIAN SCHEDULE OF EQUIVALENT GRADES					
Table 2-1 is based on the military and civilian relationship established for Geneva Convention purposes. Nonappropriated Fund positions shall be considered equivalent to their counterparts under the General Schedule and Wage System, and Senior Level positions shall be considered equivalent to Senior Executive Service positions. Navy Wage positions of chief pilot, general foremen, foremen, and leader, not included in the table, shall be determined by the Department of the Navy using the table as a guide. Moreover, for the Wage System, when a more precise relationship to military rank or General Schedule grades is necessary, this shall be determined by the installation commander using the grade groupings in the table as a guide. Finally, equivalent grades for other civilian employees not included in the table shall be determined by the installation commander using the table as a guide.					
Military Grade Group	Civilian Grade Group				
	Senior Executive Service/ Senior Level	Merit Pay Employee	General Schedule	Educators (20 U.S.C. 901-907, reference (gg))	wage System
O-7 thru O-10	SES 1 thru 6 ES 1 thru 6	--	--	--	--
O-6	--	GM-15	GS-15		WS-14 thru WS-19 WL-15 and Productive support Equivalents
O-5	--	GM-13 and GM-14	GS-13 and GS-14	-- Schedule K	
O-4	--	--	GS-12	Teaching Principals, Schedule L	

TABLE 2-1 (Continued)

Military Grade Group	Civilian Grade Group			
	Senior Executive Service/ Senior Level	Merit Pay Employee Schedule	Educators (20 U.S.C. 901-907, reference (gg))	wage System
O-3	--	--	GS-10 and GS-11	WS-8thmWS-13 WL-6 thru WL-14 WG-12 thru WG15 and Production support Equivalents
O-2 w-3 & W-4	-- -- --	-- -- --	GS-8 and GS-9	
O-1 w-1 & w-2			GS-7	
E-7 thru E-9	--	--	GS-6	WS-1 thru WS-7 WL-1 thru WL-5 WG-9 thru WG-11
E-5 & E-6	--	--	GS-5	
E-4	--	--	GS-4	WG-1 thru WG-8
E-1 thru E-3	--	--	GS-1 thru GS-3	

5. When American Red Cross personnel are provided Government quarters in the United States or its territories and possessions, the Red Cross personnel or the American National Red Cross shall pay the established rental rate for those quarters in accordance with OMB Circular A-45 (reference (hh)). In foreign areas, Red Cross personnel will be furnished quarters on the same basis as DoD civilian employees. In instances where DoD civilian employees are furnished Government quarters without charge, Red Cross personnel also shall be furnished quarters without charge. (See DoD Directive 1330.5, reference (ii).)

6. In overseas locations, quarters maybe provided on a reimbursable basis to United Service Organizations, Inc. (USO) executive and professional staff when it is within the capability of the overseas military command and not prohibited by appropriate Status of Forces Agreements. The rates charged will be equal to the housing allowance or rate charged to equivalent grade civil service employees. (See DoD Directive 1330.12, reference (jj).)

F. HOME ENTERPRISES

Members of military families residing in Government family housing may conduct a home enterprise as determined by the installation commander. (See DoD Instruction 1344.7, reference (kk).) When practicable and feasible, occupants should be allowed to make minor modifications to housing units at the occupant's expense. Occupants shall remove the modifications at termination of occupancy if the installation commander determines that to be necessary. Enterprises should be consistent with federal, state, and local laws as well as any Status of Forces Agreement.

G. FURNISHINGS

1. The incumbents of Special Command Positions, designated in accordance with DoD Directive 1100.12 (reference (q)) and 10 U.S.C. 2826(b) (reference (li)), maybe provided additional amenities commensurate with the required level of official entertaining. The nature and extent of the amenities to be provided in DoD housing shall be determined within the following guidelines:

a. Furnishings maybe provided for the entertainment areas and guest bedrooms if overnight accommodation of official visitors is required.

b. Special allowances of table linen, china, glassware, silver, and kitchen utensils are authorized by DoD Directive 1100.12 (reference (q)) as an exception to 10 U.S.C. 2387 (reference (mm)).

c. In the Washington, D.C. area, responsibility for managing and financing the procurement, issue, receipt, storage, and repair of special allowance items supporting the special command positions that do not have specific designated quarters is assigned to the Department of the Air Force.

2. The Secretary of the Military Department concerned may fund the initial procurement of tableware for principal military attaches assigned to U.S. embassies, consulates, or other

diplomatic posts in foreign countries. Item replacement shall be according to procedures within the Military Departments.

3. **Supplemental Government-owned furnishings** may be provided in the public entertainment areas of DoD family housing occupied by the senior enlisted member of a Military Service (Sergeant Major of the Army, Master Chief Petty Officer of the Navy, Sergeant Major of the Marine Corps, Chief Master Sergeant of the Air Force).

H. DOD FAMILY HOUSING FACILITIES

1. **Self-Help Programs.** Occupant self-help programs are encouraged as a means of improving living conditions while promoting a greater feeling of pride and homeownership.


2. **Telephone wiring.** Maintenance of telephone wiring in the structure of the family housing unit is the responsibility of the Government. The Government shall not maintain the telephone instrument or the external wiring to the receiver or wall plate of the instrument. (See 31 U.S.C. 1348(d), reference (nn).) Occupants of family housing must be informed that they are responsible from the wall plate to the instrument but are not required to pay the fee charged by the telephone company for maintaining or repairing wiring in the housing unit. Occupants who pay the fee shall not be reimbursed by the Government.

3. **Improvements.** Improvement projects together with any concurrent maintenance and/or repairs must conform to 10 U.S.C. 2825 (reference (00)), as provided by DoD 7000.14-R, Volume 2 (reference (pp)). Improvements shall not be made to substandard quarters unless the housing is being upgraded to adequate standards. Substandard quarters shall be restored or replaced as soon as practical subject to the limitations, justifications, and other requirements applicable to the improvement of such quarters. Improvements may include modification of existing housing to provide accessibility features for persons with disabilities. Multi-unit improvement projects must comply with the UFAS (reference (bb)).

4. **Historic Quarters.** The maintenance, improvement, or rehabilitation of quarters on the National Register of Historic Places or under review for such listing shall comply with DoD Directive 4710.1 (reference (qq)). Consultation with the State Historic Preservation Officer in accordance with reference (qq) is required before alteration of these structures, including demolition.

5. **Restoration or Replacement of Damaged or Destroyed Facilities.** Repairs, restoration, or replacement of damaged housing facilities maybe accomplished with family housing funds in accordance with 10 U.S.C. 2854 (reference (rr)).

6. **Whole-House and Neighborhood Revitalization.** The DoD Components shall use a systematic approach to the improvement, repair, and major maintenance of family housing. Whole-house revitalization projects bring family housing units up to new construction standards (MIL-HNBK-1 190, reference (c)), where feasible. Concurrent improvement of neighborhood amenities, appurtenances, and support facilities is included in those projects.



7. Environmental Abatement. The identification and necessary correction of environmental hazards such as radon, asbestos, and lead-base paint are the responsibility of the family housing program and normally shall be accomplished with family housing funds.

8. Fire Protection. Fire protection, including sprinklers and hard wire detectors as required, shall be provided in accordance with MIL-HNBK1190 (reference (c)), MIL-HNBK 1035 (reference (d)), and Pub. L. No. 102-522 (reference (ss)).

9. Multi-Year Contracts for Supplies and Services. Multi-year contracts for supplies and services--for management, maintenance and operation of DoD family housing--maybe made and paid for in accordance with 10 U.S.C. 2829 (reference (tt)).

1. GENERAL AND FLAG OFFICERS QUARTERS (G&FOQS)

Appropriate management controls shall be established to ensure G&FOQs are operated and maintained in a prudent manner. The DoD Components shall maintain, for each G&FOQ, annual information on obligations for operations, maintenance and repair, and improvements, as well as any additional information needed for reports required by the Congress. DD Form 2405, "General and Flag Officer Quarters Management Report," may be used for that purpose.

J. MILITARY FAMILY HOUSING APPROPRIATIONS

1. Program Objectives Memorandum (POM) and budget estimates for military construction and family housing appropriations shall be prepared and submitted in accordance with guidance contained in Volume 2 of DoD 7000.14-R, (reference (pp)).

2. Funds appropriated or otherwise made available for the Defense Family Housing Program shall be administered and managed in accordance with Volume 2 of DoD 7000.14-R, (reference (pp)). The scope of the Defense Family Housing Program is described in that reference.

3. The costs of maintenance and operation of DoD family housing diverted or converted to other use shall not be charged to the family housing account.